

PRIVATE SECURITY TRAINING NEWS

TO: <<NAME>>

FROM: Kim Buckner, Private Security Training Manager

RE: Training News for September 2006

OPERATIONAL / POLICY UPDATE

Our Mailing Address is Changing!!

Important Note: The post office located near our Richmond offices is closing. As a result, we will no longer have a post office box where we can receive mail. Effective immediately, please begin to use our physical address and remember to inform your students (and insurance agents!) of this change:

Dept. of Criminal Justice Services

202 N. 9th Street

Private Security Services, 5th Floor

Richmond VA 23219

Self-Conducted Compliance Inspection Program for Training Schools. As some of you have recently found out, the Compliance/Enforcement Unit – in cooperation with the Training Unit – has begun to implement the Self-Conducted Compliance Inspection program for schools. This tool is extremely helpful in ensuring the integrity of the training program and is quite useful to the school receiving the inspection document in maintaining compliance. There are a few “rules of the road” to help you understand the requirements associated with properly completing and submitting your inspection report:

1. The inspection report is not a voluntary program. If you receive one, you must complete it accurately and completely and return by the date stated in the first paragraph on the report.
2. When marking off the status of a selected item, please remember that, if you have to correct something, it was “Not in Compliance”. You have an opportunity in another section of the inspection to make notice of taking corrective action. *Remember that self-reported violations receive reduced sanctions.*
3. Failure to return an inspection is, in and of itself, a violation of the Regulations and will result in a field audit by an investigator.

INSTRUCTOR INQUIRIES

Q: *Does NRA firearms instructor training count as pre-approved alternative training for a firearms instructor?*

A: Yes, as long as it is the NRA instructor training designed specifically for law enforcement. For additional information, please review 20-171-100.C.1 for the specific requirements in the Regulations. Many instructors submit the "Home Safety Firearms" instructor training certificate – **this course does not meet the requirements!**

Q: *I am coming up for renewal of my instructor certification, how do I renew?*

A: For renewing your instructor credentials, don't forget that you must take training and apply for renewal certification – these are not one and the same. If you are PSS Instructor only – no firearms, you must attend 13I (PSS_GI) and submit your instructor certification renewal application (PSS_IR). If you are both a PSS Instructor and PSS Firearms Instructor you must attend both 13I and 14I (PSS_GI and PSS_FI, respectively) as well as reapply (PSS_IR) for your renewal certification.

If you are taking pre-approved alternative training, you will not have to submit any training enrollment applications (PSS_GI, PSS_FI), but you will need to have that training approved by submitting a PSS_WA (one for each training class you are requesting exemption from) along with a copy of the certificate of completion of training.

Please remember that taking training is only one part of the requirements to renew. When you submit a training enrollment form, that is only to get into class and is not the actual certification renewal application as mentioned above.

Q: *How do I add a category to my current instructor certification?*

A: Please refer to the requirements for certification in the Regulations: 20-171-100.B.4 for specific information. Instructors must have both training and experience for each category in which they seek certification. This does not change once you are certified. In order to add categories, you must submit a written request and attach third-party documentation to support that requirement. At this time, there is no "official" form for submitting this request and no fee associated. Please allow 30 days for review and approval and send to the attention of the Training Unit.

TIPS FOR MANAGING YOUR SCHOOL / HOUSEKEEPING

Does your school offer H.R. 218 qualification? If so, please remember that the Law Enforcement Standards & Training Section at DCJS - and not Private Security Services - manages this program. While you are permitted to qualify individuals for this permit, and you are permitted to use the PSS_TCF form, this training does not get reported to Private Security. Please review the memorandum on our website for instructions on how to submit this training. You will find that memo here: <http://www.dcjs.virginia.gov/common/memo.cfm?code=8&memoid=158>

We need your help in communicating with students on reported training. We frequently receive customer service calls checking on the status of reported training from new or renewing registrants. We run into a few recurring concerns:

1. Schools advising students that “DCJS is slow” to enter training. This is not the case. Most of you are now using Osprey and, therefore, are the responsible party for entering training. Most of the time training that appears to be unreported is actually reported incorrectly. We frequently find that schools are using an incorrect 99 or SSN. Please verify the information prior to submitting. If you enter it incorrectly in Osprey, we will not do the correction here – you will need to submit an amended roster in Osprey or submit the fee and an application for an amended roster to us.
2. You might be able to alleviate many of the questions you receive after students finish training by incorporating an FAQ area in a handout or on the student enrollment form or school policies document. Feel free to develop an FAQ handout from our information on the website in the FAQ and Apply & Renew sections.
3. We often receive calls from folks stating that they have not received their Registration and we find that they have not yet submitted any applications. When we discuss this with them, many seem to think that their school was going to submit their “paperwork”. Please ensure that your students understand how to apply, what they need and who is responsible for what.

UPCOMING EVENTS

Please be patient with us during the week of the Conference from October 2 – 5, 2006. Since a good percentage of Private Security staff will be working the Conference, plan for some delays in processing your applications during this timeframe. We appreciate your patience!

FROM YOUR CUSTOMERS

While all of us at PSS appreciate your eagerness to serve your clients to the very best of your ability, it has become more and more frequent that the unit managers are receiving direct calls from regulants who state that their instructor told them to call us. As I always mention in class, with so few of us and so many of them, it is most effective and efficient if regulants are first directed to their Compliance Agent or Instructor (if not employed), then to the website and finally to our Customer Service (CS) team.

Between the website, their Compliance Agent and you, regulated individuals have excellent resources already available. When your students do need to call us, we have an outstanding team of CS professionals to assist them or direct them to the appropriate and available specialists or managers. Your assistance with this is truly appreciated!

*Remember to send us e-mail with any stories or frequent student questions so we can share in the Instructor forum! For follow-up to this newsletter, **please do not use the “REPLY” button in your e-mail program.** You may send e-mail to us at: PSSTraining@dcjs.virginia.gov*